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## Media Release

July 16, 2009

### **Delaware Attorney General's Office announces \$5 million settlement with DISH Network**

**Wilmington, DE** – Today, the Delaware Attorney General's Office announced that it has reached an agreement with the DISH Network, L.L.C. ("DISH Network") following a 39-state investigation triggered by consumer complaints. The states alleged that the satellite TV provider and its third-party retailers engaged in deceptive and unfair sales practices. Delaware's Consumer Protection Fund will receive \$125,000 to aid consumer protection enforcement efforts.

"Today's announcement shows that companies will be scrutinized for their sales and marketing practices and held accountable if those practices are found to be deceptive," stated Timothy Mullaney, Director of the Fraud and Consumer Protection Division.

The allegations against DISH Network include:

- Denying responsibility for its third-party retailers and installers participating in unfair practices;
- Violating do-not-call rules;
- Failing to disclose all terms and conditions of customer agreements, including availability of rebates, credits and free offers;
- Failing to disclose that purchased or leased equipment was used and/or refurbished;
- Referencing competitors' price offers of materially different goods or services; and
- Charging customer credit cards and bank accounts without providing adequate notice and obtaining appropriate authorization.

DISH Network denied any wrongdoing, but agreed to pay restitution to consumers and to enter into an agreement that limits how it can market services in the future.

Unresolved complaints sent to Dish Network or the Attorney General's office since January 1, 2004 are eligible for restitution and will be sent a claims notice by Dish Network. Consumers who have not already done so may file a complaint about activity that took place within the last 2 years to be considered for restitution. Complaints may be directed to Dish Network, the Attorney General's Office, or the Better Business Bureau, and must be filed by December 14, 2009. Consumers who are dissatisfied with the offer of restitution may file a claim with a third-party claims administrator. Questions regarding the refund process can be addressed to: DISH Network, L.L.C., Dispute Resolution Team, P.O. Box 9040, Littleton, CO 80120 or by e-mail at [CEO@dishnetwork.com](mailto:CEO@dishnetwork.com).

Delaware consumers are encouraged to report suspected violations of fair business practices or other consumer fraud to the Attorney General's Office by visiting [www.attorneygeneral.delaware.gov](http://www.attorneygeneral.delaware.gov) or by calling the toll-free Consumer Hotline at 1-800-200-5424.

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